

# **Managed Care Organization Encounter Reporting User Guide**

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## **I. INTRODUCTION**

### **I.A: Purpose of this Guide**

The Managed Care Organization Encounter Reporting User Guide has been designed to assist you in the operation of the encounter application. It will guide you through all the steps needed to submit a monthly encounter batch submission.

Periodically, updates to this manual will be sent to you. Please be sure to discard the old pages and replace them with the updated materials.

This User Guide is divided into three sections:

- I. **Introduction** – Provides general information about the Encounter Reporting application.
- II. **Creating and Sending Encounter Data** - Gives detailed step-by-step instructions on how to perform the tasks necessary to submit and validate a submission.
- III. **Appendix** – Important reference material and FAQ.

This manual only provides information on using the encounter application. If you would like to know more about encounter technical specifications or business requirements, please request the publication “Encounter Reporting Implementation Guide”.

If you have any questions about this manual or encounter reporting, please contact:

[Encountersupport@dhfs.state.wi.us](mailto:Encountersupport@dhfs.state.wi.us)

## **I.B: Overview of the Encounter Reporting**

The Managed Care Encounter Reporting process consists of monthly data transfers from each Managed Care Organization (MCO) to the State. These monthly data transfers yield timely information for reporting and analysis. All file submissions, report viewing, and administration activities are done from a standard web browser.

In summary, this data collection and verification utility:

- Accepts claims and member share data directly from MCO business systems,
- Allows for the transfer of compressed files via an SSL Web site for secure transmission,
- Provides diagnostic feedback to MCOs regarding quality of transmitted data,
- Assists MCOs in achieving and maintaining HIPAA data compliance,
- Allows MCOs to correct data anomalies either by resubmission or through adjustment transactions, and
- Includes quality assurance summary verification to ensure local and state databases remain synchronized.

Each MCO initiates a monthly data transfer submission file. Once submitted, the data transfer files are processed through a series of edits. Differing levels of error checking are used within the application to verify the submission.

It is possible that an entire submission is rejected when certain critical errors are found. This is referred to as a "Batch Reject Error". When batch reject errors occur, the file must be corrected and resubmitted in its entirety.

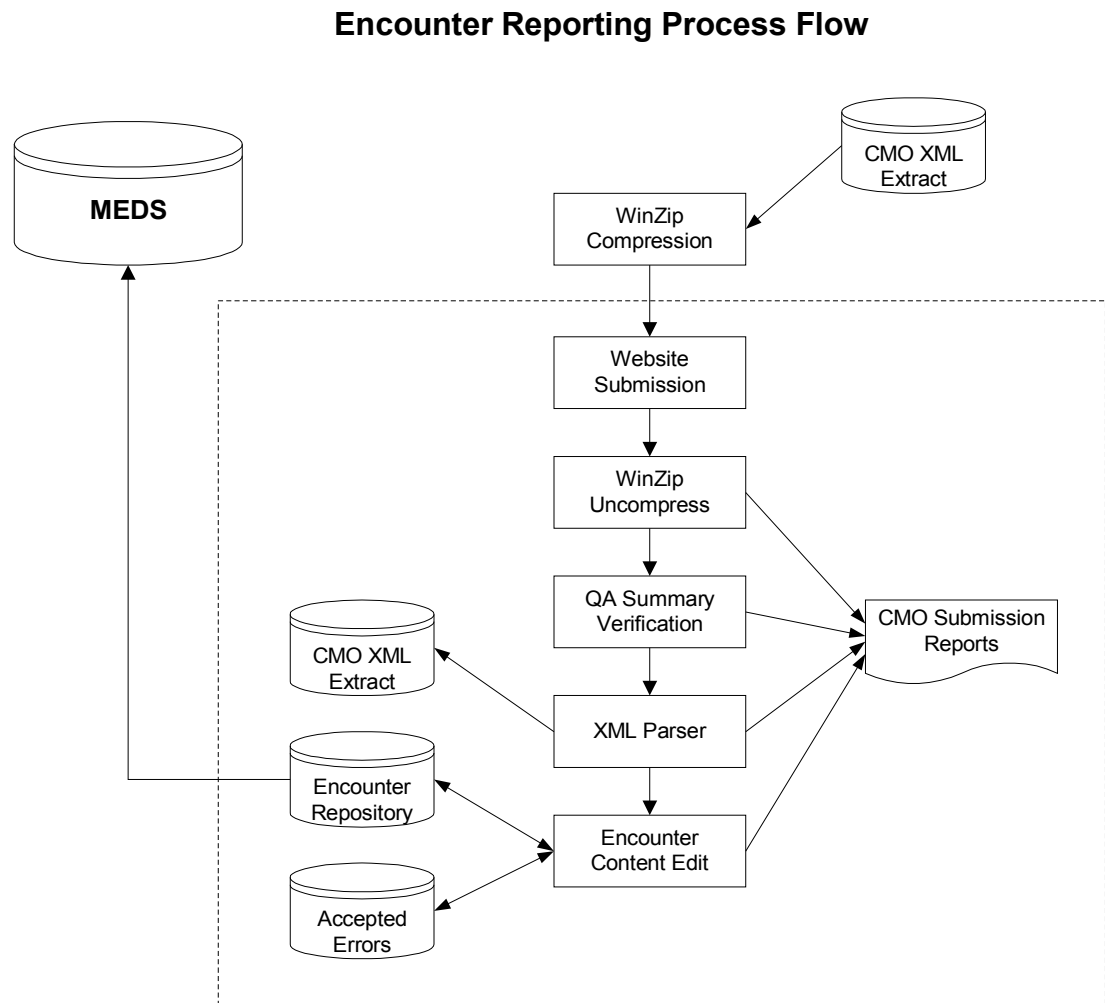
A batch is considered accepted, if no batch reject errors occurred. Even when a submission (or batch file) is accepted, it may contain individual records that have errors that are found in the editing process. These errors are referred to as "Batch Accept Errors" and consist of items that can be fixed in subsequent monthly submissions through an adjustment process.

Upon completion of the data verification, feedback reports on the data transfer are returned to the submitter. These feedback reports outline specific details of batch reject errors, batch accept errors, and other warnings that may be in place to assist the MCO in managing its data.

All records that are accepted, meaning they don't have batch accept errors or batch reject errors, are sent to the data repository and from there get loaded into the MEDS data warehouse.

The current encounter reporting data collection and verification utility is also designed to accept non-claims encounter data, and will accommodate non-Family Care "lines of business".

Figure 1 illustrates the encounter reporting process flow.



**Figure 1 - Encounter reporting process flow**

### **I.C: Defining an Encounter**

Encounter records are detailed records of services, which are provided to members of the MCO. Encounter Reporting requires a separate and unique record for each service. There are two types of Transactions; Encounter Transactions and Member Share Transactions.

Encounter transactions include the following:

- A service or item provided to a member through the benefit plan. Examples are transportation services covered by the benefit plan, durable medical equipment, specific case management, etc.
- A service not directly provided by the MCO but for which the MCO is financially responsible, such as an emergency service provided by an out-of-network provider or facility.
- A service not directly provided by the MCO, but for which the MCO holds professional or administrative responsibility.

Member Share transactions include:

- A cost share amount due the MCO.
- A voluntary contribution.
- Room & board.

Multiple encounters may occur between a single provider and a single recipient on a day. For example, if a therapy service, personal care services, and care management are all provided on a given day, the MCO will report three encounter records. These services may or may not be provided by the same provider, but they are three distinct encounters.

Encounter data contain detailed records of services that have been provided to members of the MCO. The source of most of the encounter data is the MCO claims systems but encounter data can have other sources. In addition to reporting service encounters, MCOs are required to report collections of member share and voluntary contributions.

MCOs must consider the following when planning for the implementation of encounter reporting:

- MCOs must be able to generate encounter records for both provider-based and MCO-based services.
- Encounter data must conform to claims and service reporting requirements for HIPAA.
- MCOs must have sufficient resources available to analyze and correct problems with encounter data.
- MCOs must be able to extract encounter data in XML file format for transmission.
- MCOs must be able to generate an 18-month QA summary report to verify historical data have not been altered.

## **I.D: Purpose of Encounter Data Collection**

The source of most of the encounter data will be available within a program's existing claims system, and is electronically submitted to the State. Encounter's data set closely resembles the data reporting requirements for other managed care entities (i.e., acute and primary) as well as claim and service reporting requirements for HIPAA.

Encounter Reporting provides a consistent data collection and validation utility to gather data for:

- Providing more accurate and timely data than is currently available from other reporting systems.
- Updating and evaluating service costs for business or operation management.
- Calculating capitation payment rates.
- Providing a source of data for federal reporting.
- Monitoring program integrity (i.e., service utilization, access to care).
- Quality of care monitoring.
- Contract monitoring.
- Research.



## II. CREATING AND SENDING ENCOUNTER DATA

### II.A: Logging On & Off of Encounter Reporting

#### TO LOG ON:

- 1) Open the web browser on your workstation and position your cursor at the address line.
- 2) Type in the following URL:

<https://www.wisconsinedi.org/cmoencounter/secureLogin.html>

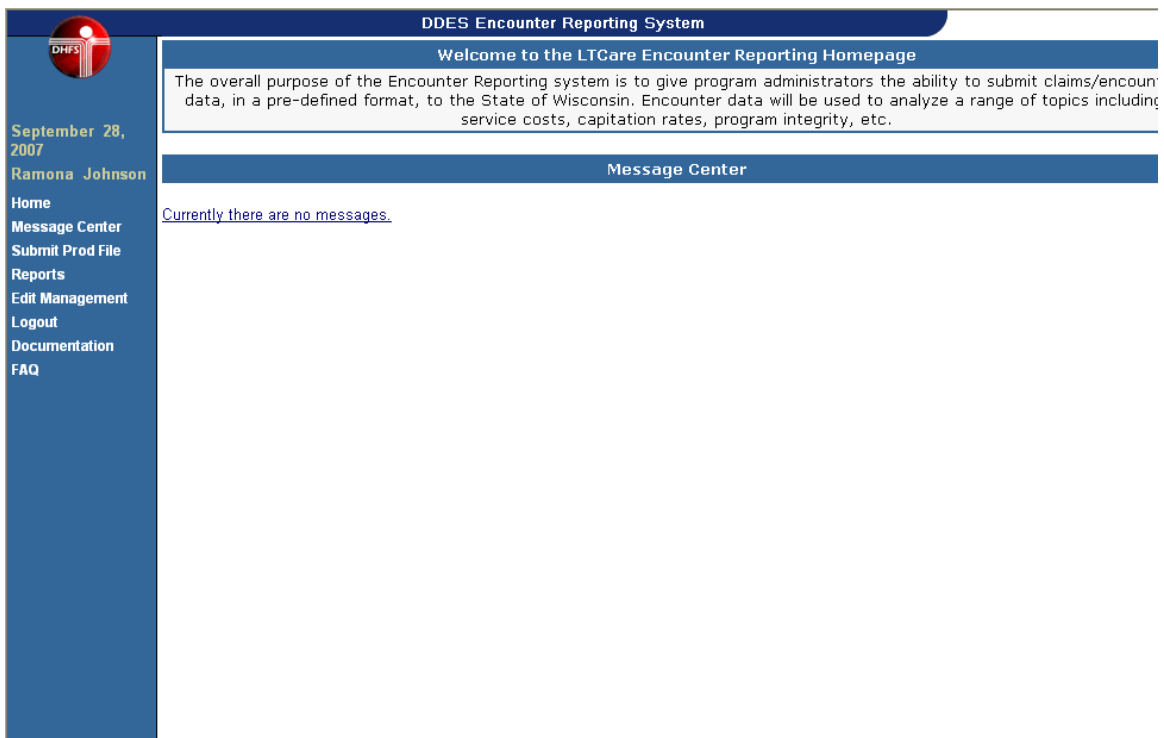
Press <ENTER>

- 3) Then you see the following screen:

The screenshot shows the 'LTCare Encounter Reporting Login' page. The header is blue with the Wisconsin Department of Health & Family Services logo and navigation links: 'wisconsin.gov home', 'state agencies', and 'subject directory'. Below the header, there's a red sidebar on the left and a white main content area. The login form is titled 'LTCare Encounter Reporting Login' and contains the following text: 'Please enter your User ID and Password.', 'User ID' (with 'johnsr1' entered), 'Password' (with masked characters), and 'Passwords are case sensitive.'. A 'Login' button is at the bottom of the form. The footer includes a 'Back to top' link and the text 'Wisconsin Department of Health and Family Services'.

**Figure 1 - Encounter Secure Login screen**

- 4) In the "User ID" field, enter your user ID.  
  
In the "Password" field, enter your password.  
  
Then click on the "Login" button.
- 5) You see the following screen:



**Figure 2 - DDES Encounter reporting screen**

**Note: When you initially log on, you get a view that shows both the Home Page and the Message Center. This is to ensure that you see your messages for the day.**

6) You are now logged onto the Encounter Reporting Application.

## **TO LOG OFF:**

Once you have completed the process of uploading a file and retrieving your reports, you will want to log off of the website.

- 1) On the left-hand side of the main screen, you see three options. In order to log off of the system, please click on the hyperlink that says “**Logout**”.
- 2) Next, close the browser window to the Encounter application by clicking on the ‘X’ in the top right-hand corner of the screen.
- 3) Once this is done, you are logged out.

## **II.B:     Creating an Encounter Extract**

Creating the monthly XML-based encounter extract is the responsibility of each MCO and their Information Technology resource. All the business and technical specifications necessary for developing an extract can be found in the [Encounter Reporting Implementation Guide](#).

You can request a copy of this guide by e-mailing Encounter Support at:  
[Encountersupport@dhfs.state.wi.us](mailto:Encountersupport@dhfs.state.wi.us)

## II.C: Submitting an Extract for Edit

1. Log on to Encounter Reporting Application (see Section II-A).
2. After logging in, you see the following screen:

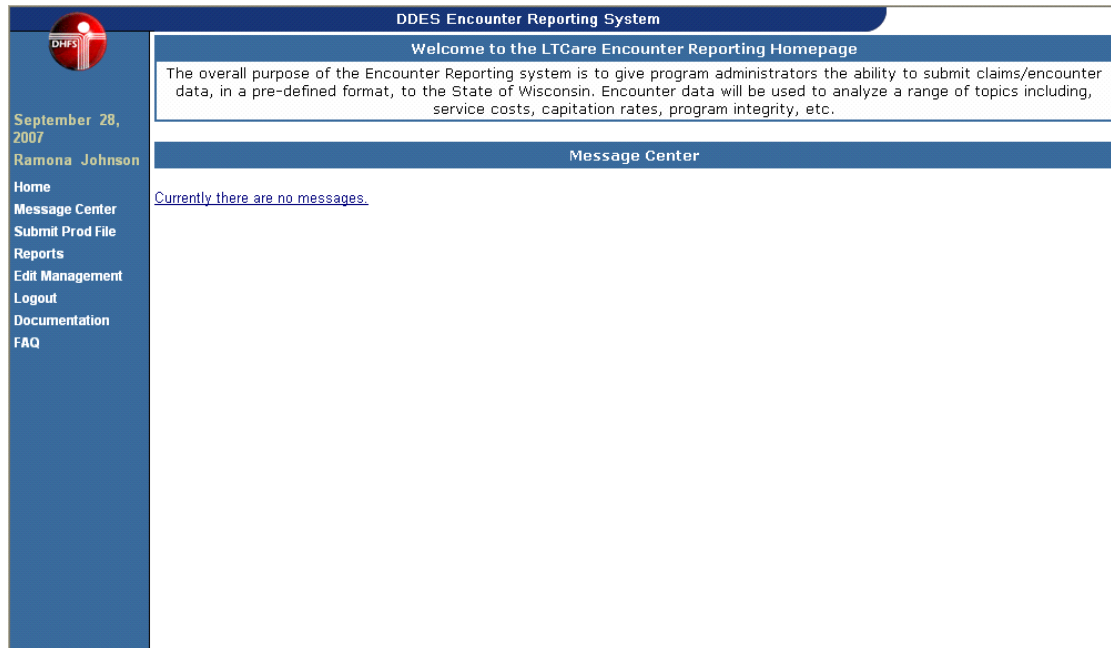
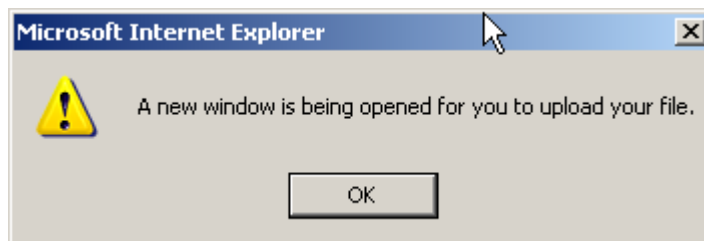


Figure 3 - DDES Encounter left-side options screen

- 3) There are seven (7) options on left side of the screen. To submit an encounter file, please click on the hyperlink: **“Submit Prod File”**.
- 4) You see the following pop-up window; **“A new window is being opened for you to upload your file.”** Click the **“Ok”** button to continue.



You now see the following screen:

Please note the following in the “**Select Organization**” drop-down field.

- If your user ID is associated with one and only one organization (i.e., a single Submitter Organization ID number), your organization pre-populates for you.
- If your user ID is associated with multiple organizations, choose the appropriate organization from the drop-down menu.

The screenshot shows a web browser window titled "https://64.73.75.203 - MCO Encounter - Microsoft Internet Explorer provided by DHFS - Stat...". The main content area is titled "Submit Production File". It contains a "Select Organization:" label followed by a drop-down menu showing "59000801 - Sun Lutz801". Below this is a "Select a file to upload :" label, a text input field, and a "Browse..." button. There is also an "Upload" button. A note states: "Note: Submitting a file will save the file to the DHFS Repository". At the bottom of the form area is a "Cancel Upload" button. The browser's status bar at the bottom shows "Done" and "Internet".

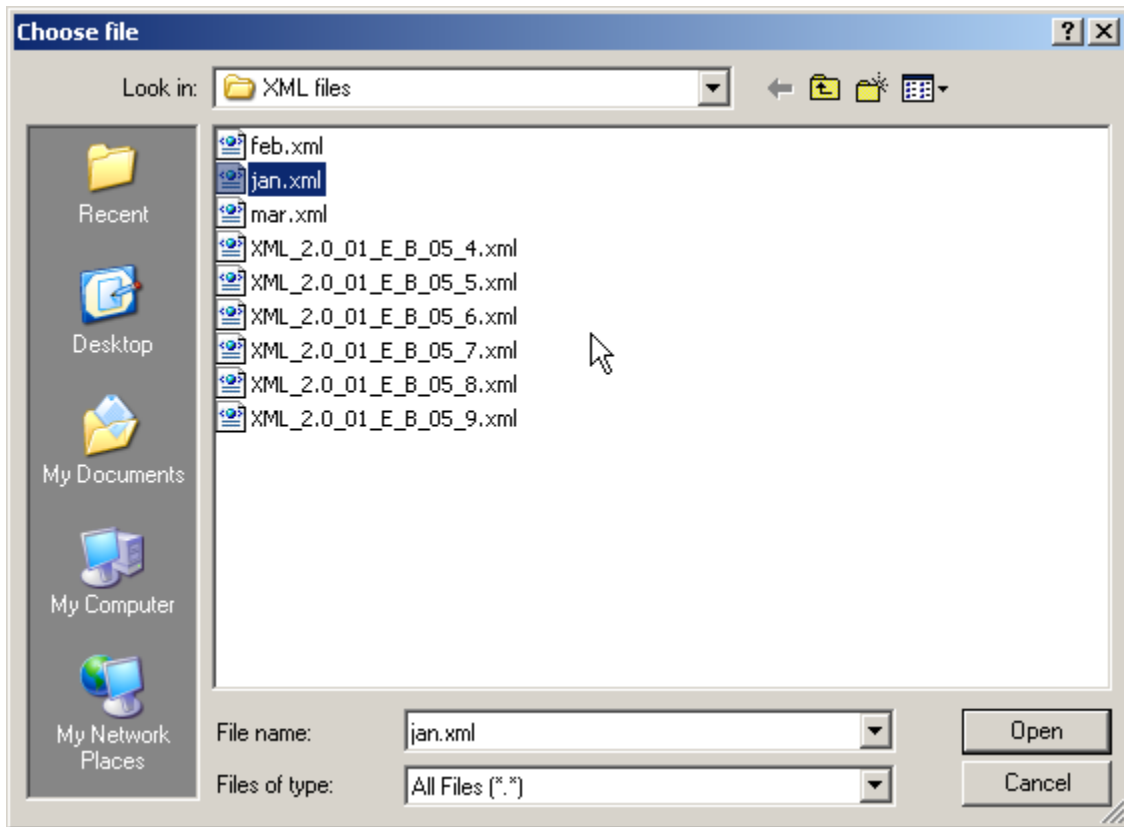
6) To select a file for transferring, click on the “Browse” button.

The screenshot shows a web browser window with the address bar displaying "https://64.73.75.203 - MCO Encounter - Microsoft Internet Explorer provided by DHFS - Stat...". The main content area is titled "Submit Production File" in a blue header. Below the header, there is a form with the following elements:

- A label "Select Organization:" followed by a dropdown menu showing "59000801 - Sun Lutz801".
- A label "Select a file to upload :" followed by a text input field and a "Browse..." button.
- An "Upload" button.
- A note: "Note: Submitting a file will save the file to the DHFS Repository".
- A "Cancel Upload" button.

The browser's status bar at the bottom shows "Done" and "Internet".

- 7) This opens a window to give you access to all the directories that are normally available on your workstation.
- Scroll through your folders and select the file you want to submit.
  - When you select your file, that file name is loaded on the bottom of your pop-up window in a field called “**File Name**”.
  - Click on the button that says “**Open**”. In the following illustration, the file “**Jan.xml**” has been chosen.



- 8) After you open your file, you are returned to the "Upload Production File" screen with the chosen file selected.

**Submit Production File**

**Select Organization:** 69005900 – Richland County

**Select a file to upload :**  
C:\Documents and Settings\LutzSY\Desktop\XML files

Note: Submitting a file will save the file to the DHFS Repository



9) In order to submit your file, click on the button **“UPLOAD”**. Shortly you will see a “percentage complete” icon. When the percentage goes to 100%, your file has been transferred and the **Submission Status screen** is displayed.

10) To confirm the upload is complete, the Encounter Reporting website displays the following message on the submission status screen:

## Submission Upload Status

**File Jan.xml has been received and will undergo further processing.**

For your reference, your Submission ID is: 7879

***Note: The submission ID that is referenced on this screen is the number you need when you certify your submission.***

11) You have now successfully submitted your XML file to the Encounter application.

12) When the file has completed processing, you will receive an e-mail notification.

## **II.D:     Reviewing Messages & Error Reports**

### **Notification**

The Encounter application notifies the user at two points during the submission process:

- When the file has finished uploading.
- When application has finished all edit processing.

#### **When the file has finished uploading:**

- You see the following message displayed on your screen:

Submission Upload Status  
File Richland Oct 2004 012105.zip has been received and will undergo further processing. For your reference, your Submission ID is: 11310

#### **When the file has finished all processing**

- You are sent an automated e-mail regarding the file you just submitted.  
The e-mail will look like this:

Subject: **Encounter - Uploaded File Finished Processing**

File Name: Richland Oct 2004 012105.zip  
Begin Posting Date: 2004-10-01  
End Posting Date: 2004-10-31  
Org ID: 69005900  
Submission ID: 11310  
Final Status: REJECTED

Please contact (608) 261-6845 to be removed from the notification list.

- **NOTE:** If the application cannot determine your cmo\_ma\_id, the e-mail below will be sent to you. If you get this e-mail, you will not get any reports.

Reasons for getting this e-mail:

- Organization id and header cmo\_ma\_id do not match.
- A parser error occurred in the header and no header record is written

Subject: **File deleted due to error. (Sub ID: 2554)**

This file was submitted at 2005-01-31 09:17:39 am

Submission ID: 2554

Name of File Submitted: 59005900\_01\_05.XML

It was deleted since the organization that owns the file could not be determined.

Error(s) for this submission:

Validation Error - No schema associated with chosen org id: 59005900

## Report Management Screen

- 1) To view available reports, click on the 'Reports' link on the left-hand column of the main menu. You are taken to the Report Management Screen below:

| Submission Status Listing - 59000000 |                           |       |    |                  |          |  |
|--------------------------------------|---------------------------|-------|----|------------------|----------|--|
| Report:                              | Submission Status Listing | PURGE | GO | Organization ID: | 59000000 |  |

| Purge Select             | Submission Name                         | Sub ID | Sub Period | Upload Date         | Current Status / % | User Name |
|--------------------------|---|--------|------------|---------------------|--------------------|-----------|
| <input type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 5.xml</a> | 1247   | 2003-05    | 2005-02-23 11:05:30 | Accepted           | Lutz, S   |
| <input type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 4.xml</a> | 1246   | 2003-04    | 2005-02-23 11:05:12 | Accepted           | Lutz, S   |
| <input type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 3.xml</a> | 1245   | 2003-03    | 2005-02-23 11:04:55 | Accepted           | Lutz, S   |
| <input type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 2.xml</a> | 1244   | 2003-02    | 2005-02-23 11:04:39 | Accepted           | Lutz, S   |
| <input type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 1.xml</a> | 1243   | 2003-01    | 2005-02-23 11:04:19 | MEDS               | Lutz, S   |

- 2) To view reports, make the appropriate selection of field values for Report selection and Organization ID. Then click on the "GO" button. Possible choices are explained below.

- **"Report" field:** Choose "Submission Status Listing", "Warnings Listing" or "Critical Acceptance Listing". **The default is "Submission Status Listing".** A summary explanation of each report follows:

**Submission Status Listing: All errors**

- This report list is updated after every submission.
- Each report is specific to a submission.

**Warnings Listing: Warning messages**

- This report list is updated after the latest submission status = Accepted.
- Each report is specific to a submission.
- These reports only show Warnings.

**Critical Acceptance Listing: Aging of Batch Accept Errors**

- This report list is updated after the latest submission status = Accepted.
- Each report is an aging report and shows all Batch Accept errors which exist after that submission.
- These reports only show Batch Accept errors and are intended to alert you to Accepted errors that have yet to be corrected.

- **"Organization ID" field:** Choose a Submitter Organization ID or "All Organizations". *The default is the Submitter Organization ID you are associated with or "all Organizations" if you are associated with more than one.*

## Submission Status

### Submission Status Report Listing Screen

This listing screen can be used to access information regarding the results of your Encounter submissions after they have finished. You can also use this screen to monitor the progress of submissions being validated. The “Current Status / %” field displays the disposition of your files. Please see the Current Status list below for details.

| Submission Status Listing - 59000000 |                                       |        |            |                     |                    |             |
|--------------------------------------|---------------------------------------|--------|------------|---------------------|--------------------|-------------|
| Report:                              | Submission Status Listing ▾           | PURGE  | GO         | Organization ID:    | 59000000 ▾         |             |
| Purge Select                         | Submission Name                       | Sub ID | Sub Period | Upload Date         | Current Status / % | User Name   |
| <input type="checkbox"/>             | <a href="#">bug_1070_59000002.xml</a> | 1249   | 2003-01    | 2005-02-23 11:14:14 | Accepted           | Atkinson, D |

### Field Name and Description

**Purge Select:** This field is explained in the section “Managing Encounter Submissions”.

**Submission Name:** The name of the file that was submitted.

**Sub ID:** This is the unique submission number assigned by Encounter.

**Sub Period:** This is the submission period of your file (CCCC-MM format).

**Upload Date:** This is the date and time the file started uploading (CCCC-MM-DD HH:MM:SS format).

**Current Status:** The current status of a file in the submission process. It is one of the following: To refresh the status, click on the “GO” button.

- **Parsing File** - XML file is being parsed.
- **Uploading File** - File is being uploaded to the Encounter Application.
- **Content Editing / % complete** - This is the longest leg of the processing. We show % complete for monitoring purposes.
- **Evaluating** - Determining Accepted or Rejected based on results of content editing.
- **Translating** - Converting parser messages to edits.
- **Transferring** - Data is being written to the database.
- **Accepted** - With the exception of the accepted errors, the data will be moved to MEDS at a future date.
- **Rejected** - This data in this file will not be moved to MEDS, the file must be resubmitted.
- **Certified** - Files has been Certified and ready to move to MEDS.

- **MEDS** - Files has been Accepted and moved to MEDS.

**User Name:** Name of the user who submitted the file.

### Viewing Individual Submission Status Reports

- 1) In order to view a detailed submission status report, identify the submission you would like to view from the Submission Status Listing.
- 2) Move your cursor to the appropriate Submission Name and left click your mouse.
- 3) The appropriate submission Status Report will then be displayed.
- 4) An example of the Submission Status Report is below.

Header

Summary

Edit / Warning Information

Date/Time File Processed: 02/23/2005, 11:05:10 am

## Submission Status Report

|                                |   |                                  |
|--------------------------------|---|----------------------------------|
| Organization Name: Sun Lutz0   | Organization ID: 59000000                       | Date of Submission: 03/15/2003   |
| Begin Posting Date: 02/01/2003 | End Posting Date: 02/28/2003                    | Submission Period: February 2003 |
| Submission Status: ACCEPTED    | Name of File Submitted: XML_2.0_01_E_B_05_2.xml | Submission ID: 1244              |

**Total number of rejected errors = 0**    **Total number of records submitted = 3**  
**Total number of accepted errors = 2**    **Total paid amount = \$ 600.**      
**Total number of errors = 2**  
**Total number of warning messages = 4**

**BATCH ACCEPT ERRORS**

| Error Cat. | Edit Error Number | Edit Error Count | Explanation of Error  | Record ID         |
|------------|-------------------|------------------|---|-------------------|
| P          | D21A              | 1                | MISSING DATA. Billing Provider Last Name or Organization is not provided. | <a href="#">5</a> |
| S          | D42A              | 1                | MISSING DATA. From Date of Service is not provided.                       | <a href="#">6</a> |

**WARNINGS**

| Error Cat. | Edit Warning Number | Edit Warning Count | Explanation of Warning  | Record ID         |
|------------|---------------------|--------------------|---|-------------------|
| M          | D30E                | 2                  | INFORMATIONAL DATA. Family Care eligibility segment is not found. | <a href="#">5</a> |

## **Field Names and Descriptions**

### **Header section**

**Organization Name:** Name of the MCO  
**Organization ID:** MCO MA ID  
**Date of Submission:** Submission Date on the header section of the file  
**Begin Posting Date:** Begin Posting Date on the header section of the file  
**End Posting Date:** End Posting Date on the header section of the file  
**Submission Period:** This is the submission period of your file.  
**Submission Status:** Final disposition of your file  
**Name of File Submitted:** Name assigned by the MCO to the file  
**Submission ID:** This is the unique submission number assigned by Encounter

### **Summary section**

**Total number of rejected errors:** Count of Batch Reject errors  
**Total number of accepted errors:** Count of Batch Accept errors  
**Total number of errors:** Sum of Rejected and Accepted errors  
**Total number of warning messages:** Count of Warning messages  
**Total number of records submitted:** Total encounter records in submission  
**Total dollar amount:** Sum of all the Paid Amounts in submission

### **Editing error/warning section**

This section details all the errors or warnings present in your submission. Batch Reject, Batch Accept and Warning messages are grouped. If your submission is error- and warning-free, this section will be blank.

**Error category:** Indicates the category of error as detailed below:

- A = Adjustment attribute
- H = Header attribute
- M = Member (Recipient) identification attribute
- P = Provider identification attribute
- R = Record attribute
- S = Service attribute

**Edit Error (Warning) Number:** A unique edit number associated with the error

**Edit Error (Warning) Count:** Number of error occurrence for that edit

**Explanation of Errors (Warnings):** Explanation of why the edit failed.

**Record ID:** Record\_ID of the data the edit failed on. Please Note that it is hyper-linked. Clicking on the link gives you the entire record that was submitted.

## Warning Status

### Warnings Report Listing Screen

The Warning Report Listing Screen gives you access to all your Warnings Reports. You will only see files with **Accepted** or **MEDS** Status listed on this screen.

| Warnings Listing - 59000000 |                  |    |                  |          |  |
|-----------------------------|------------------|----|------------------|----------|--|
| Report:                     | Warnings Listing | GO | Organization ID: | 59000000 |  |

| <u>Submission Name</u>                  | <u>Sub ID</u> | <u>Sub Period</u> | <u>Upload Date</u>  | <u>Current Status</u> | <u>User Name</u> |
|---|---------------|-------------------|---------------------|-----------------------|------------------|
| <a href="#">XML_2.0_01_E_B_05_1.xml</a> | 1243          | 2003-01           | 2005-02-23 11:04:19 | MEDS                  | Lutz, S          |
| <a href="#">XML_2.0_01_E_B_05_2.xml</a> | 1244          | 2003-02           | 2005-02-23 11:04:39 | Accepted              | Lutz, S          |
| <a href="#">XML_2.0_01_E_B_05_3.xml</a> | 1245          | 2003-03           | 2005-02-23 11:04:55 | Accepted              | Lutz, S          |
| <a href="#">XML_2.0_01_E_B_05_4.xml</a> | 1246          | 2003-04           | 2005-02-23 11:05:12 | Accepted              | Lutz, S          |
| <a href="#">XML_2.0_01_E_B_05_5.xml</a> | 1247          | 2003-05           | 2005-02-23 11:05:30 | Accepted              | Lutz, S          |

### Field Names and Descriptions:

**Submission Name:** The name of the file that was submitted.

**Sub ID:** A unique submission number assigned by Encounter.

**Sub Period:** The submission period of your file. (CCYY-MM format)

**Upload Date:** The start date and time the file was uploaded.  
(CCCC-MM DD HH:MM:SS format)

**Current Status:** The current status of your file in the submission process. Only Files with Accepted and MEDS status display on this screen.

- **Accepted:** Processing is complete. Once the data is certified, (with the exception of Batch Accept errors), the data will be moved to MEDS at a future date.
- **Certified:** Processing is complete. The file has been certified. With the exception of Batch Accept errors, the data will be moved to MEDS at a future date.
- **MEDS:** Processing is complete. Files has been certified and moved to MEDS.

**User Name:** Name of the user who submitted the file.



### **Viewing Individual Warning Reports**

- 1) In order to view a detailed warning report, identify the report you want to view from the Warning Report Listing.
- 2) Move your cursor to the appropriate Submission Name and left click with your mouse.
- 3) The appropriate warning report is displayed.
- 4) An example of a Warning Report can be seen in the screen layout below.

Date/Time File Processed: 02/23/2005, 11:05:10 am

## **Warnings Report**

Organization Name: Sun Lutz0  
Begin Posting Date: 02/01/2003  
Submission Status: ACCEPTED

Organization ID: 59000000  
End Posting Date: 02/28/2003  
Name of File Submitted:  
XML\_2.0\_01\_E\_B\_05\_2.xml

Date of Submission: 03/15/2003  
Submission Period: February 2003  
Submission ID: 1244

Total number of Warning Messages = 4

### **Warning Messages**

| Error Cat. | Edit Warning Number | Edit Warning Count | Explanation of Warning  | Record ID         |
|------------|---------------------|--------------------|---|-------------------|
| M          | D30E                | 2                  | INFORMATIONAL DATA. Family Care eligibility segment is not found. | <a href="#">5</a> |
|            |                     |                    |   | <a href="#">6</a> |
| S          | D73A                | 2                  | INVALID DATA. The DRG is not valid.                               | <a href="#">5</a> |
|            |                     |                    |   | <a href="#">6</a> |

Date/Time Report Displayed: 02/23/2005, 03:10:28 pm

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**Note: Please refer to Submission Status Report section for a detailed explanation of all fields.**

## Critical Acceptance Status

### Critical Acceptance Report Listing Screen

The Critical Acceptance Listing Screen gives you access to all of your Critical Acceptance Reports.

| Critical Acceptance Listing - 59000000 |                             |
|--|-----------------------------|
| Report: Critical Acceptance Listing    | GO Organization ID 59000000 |

#### [Aged Errors to Date](#)

[2003-01 \(January 2003\)](#)

[2003-02 \(February 2003\)](#)

[2003-03 \(March 2003\)](#)

[2003-04 \(April 2003\)](#)

[2003-05 \(May 2003\)](#)

[2003-06 \(June 2003\)](#)

[2003-07 \(July 2003\)](#)

**Aged Errors to Date:** Listing of all batch accept errors at this point in time.

## Viewing Individual Critical Acceptance Reports

- 1) In order to view a detailed critical acceptance report, identify the report you want to view from the Critical Acceptance Listing.
- 2) Move your cursor to the appropriate report name and select by left clicking your mouse.
- 3) The appropriate Aged Critical Acceptance report is displayed.
- 4) An example of an Aged Critical Acceptance report can be seen in the screen layout below.

| Critical Acceptance Report |   |                   |                   |   |   |
|----------------------------|---|-------------------|-------------------|---|---|
| Header                     | Organization Name: Sun Lutz0      Organization ID: 59000000      Aged Errors to Date: July 2003 |                   |                   |   |   |
|                            | CURRENT ERRORS  |                   |                   |   |   |
| Current Errors             | Error Cat.  | Edit Error Number | Edit Error Count  | Explanation of Error                                    | Record ID   |
|                            | S   | D14C              | 2                 | INVALID DATA. The Fourth ANSI Reason Code is not valid. |   |
|                            |   |                   |                   |   | <a href="#">21</a>                                      |
|                            |   |                   |                   |   | <a href="#">23</a>                                      |
|                            | S   | D15C              | 2                 | INVALID DATA. The Fifth ANSI Reason Code is not valid[  |   |
|                            |   |                   |                   |   | <a href="#">21</a>                                      |
|                            |   |                   |                   |   | <a href="#">23</a>                                      |
|                            | S   | D16C              | 2                 | INVALID DATA. The Sixth ANSI Reason Code is not valid.  |   |
|                            |   |                   |                   |   | <a href="#">21</a>                                      |
|                            |   |                   |                   |   | <a href="#">23</a>                                      |
| Total current errors = 6   |   |                   |                   |   |   |
| All Aged Errors            | AGED ERRORS   |                   |                   |   |   |
|                            | Age of Error  | Error Cat.        | Edit Error Number | Edit Error Count  | Explanation of Error                                    |
|                            | 30 - 60 days  | S                 | D14C              | 2   | INVALID DATA. The Fourth ANSI Reason Code is not valid. |
|                            |   |                   |                   |   |   |
|                            |   |                   |                   |   | <a href="#">17</a>                                      |
|                            |   |                   |                   |   | <a href="#">19</a>                                      |
|                            | 30 - 60 days  | S                 | D15C              | 2   | INVALID DATA. The Fifth ANSI Reason Code is not valid.  |
|                            |   |                   |                   |   |   |
|                            |   |                   |                   |   | <a href="#">17</a>                                      |
|                            |   |                   |                   |   |   |

## **Field Names and Descriptions**

### **Header Section**

**Organization Name:** Name of the MCO  
**Organization ID:** MCO MA ID  
**Aged Errors to Date:** Shows the month and year of all the aged errors to that point in time.

**Current Errors Section** - These are Batch Accept errors that have occurred in the latest Accepted submission.

**Error category:** Indicates the category of error as detailed below:

- A = Adjustment attribute
- H = Header attribute
- M = Member (Recipient) identification attribute
- P = Provider identification attribute
- R = Record attribute
- S = Service attribute

**Edit Error Number:** A unique edit number associated with the error.

**Edit Error Count:** Number of error occurrence for that edit.

**Explanation of Errors :** Explanation of why the edit failed.

**Record ID:** Record ID of the data the edit failed on. Please note that it is hyper-linked. Clicking on that link will give you full data that was submitted.

**Aged Errors Section** - These are all Batch Accept errors that exist excluding the latest Accepted submission. This section includes all the columns described in the section above for Current Errors. In addition, it includes "Age of Error" as defined below:

**Age of Error: Indicates the age of the error based on the categories below:**

- **30 - 60 days:** Batch Accept errors occurring last month and still not adjusted.
- **60 - 90 days:** Batch Accept errors occurring 2 months ago and still not adjusted.
- **Over 90 days:** Batch Accept errors occurring 3 months or more ago and still not adjusted.

## II.E: Managing Encounter Submissions

### Purging Encounter Submissions

The primary method for managing encounter submissions is the purge function. The purge function allows you to delete a submission or a sequence of submissions. A primary reason for purging a submission is to avoid having to create a large number of adjustments if your file has a lot of Batch Accept errors. It is often easier to simply purge the file, fix the problem, and re-submit.

#### Important things to know about purging Encounter submissions:

- Once a file is purged, it cannot be restored. It must be retransmitted and reprocessed.
- Since files must be processed sequentially, purging a file will automatically purge all later files, if any exist.
- Once a submission has been loaded into MEDS, it cannot be purged.
- Any Batch Accept errors that were corrected by an adjustment in a purged submission will be re-flagged as an error.
- Only users authorized for purging are allowed to perform this function.

### How to Purge Files

- 1) To view available reports, click on the “Reports” link on the left-hand column of the main menu. You are taken to the Report Management Screen below:

**Submission Status Listing - 59000000**

Report: Submission Status Listing PURGE GO Organization ID: 59000000

| Purge Select             | Submission Name                         | Sub ID | Sub Period | Upload Date         | Current Status / % | User Name |
|--------------------------|---|--------|------------|---------------------|--------------------|-----------|
| <input type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 6.xml</a> | 1301   | 2003-06    | 2005-02-28 10:05:34 | Accepted           | Lutz, S   |
| <input type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 5.xml</a> | 1247   | 2003-05    | 2005-02-23 11:05:30 | Accepted           | Lutz, S   |
| <input type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 4.xml</a> | 1246   | 2003-04    | 2005-02-23 11:05:12 | Accepted           | Lutz, S   |
| <input type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 3.xml</a> | 1245   | 2003-03    | 2005-02-23 11:04:55 | Accepted           | Lutz, S   |
| <input type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 2.xml</a> | 1244   | 2003-02    | 2005-02-23 11:04:39 | Accepted           | Lutz, S   |
|                          | <a href="#">XML 2.0 01 E B 05 1.xml</a> | 1243   | 2003-01    | 2005-02-23 11:04:19 | MEDS               | Lutz, S   |

- 2) Set the header fields as follows:
  - “Report” field: Set to “Submissions Status Listing”
  - “Organization ID: Select the Organization whose submissions need purging. Note that you can only purge “Accepted” submissions.

- Click on the “GO” button to refresh your screen.

| Submission Status Listing - 59000000 |                           |       |                              |
|--------------------------------------|---------------------------|-------|------------------------------|
| Report:                              | Submission Status Listing | PURGE | GO Organization ID: 59000000 |

| Purge Select             | Submission Name                         | Sub ID | Sub Period | Upload Date         | Current Status / % | User Name |
|--------------------------|---|--------|------------|---------------------|--------------------|-----------|
| <input type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 6.xml</a> | 1301   | 2003-06    | 2005-02-28 10:05:34 | Accepted           | Lutz, S   |
| <input type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 5.xml</a> | 1247   | 2003-05    | 2005-02-23 11:05:30 | Accepted           | Lutz, S   |
| <input type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 4.xml</a> | 1246   | 2003-04    | 2005-02-23 11:05:12 | Accepted           | Lutz, S   |
| <input type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 3.xml</a> | 1245   | 2003-03    | 2005-02-23 11:04:55 | Accepted           | Lutz, S   |
| <input type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 2.xml</a> | 1244   | 2003-02    | 2005-02-23 11:04:39 | Accepted           | Lutz, S   |
|                          | <a href="#">XML 2.0 01 E B 05 1.xml</a> | 1243   | 2003-01    | 2005-02-23 11:04:19 | MEDS               | Lutz, S   |

**Note: The application always purges sequentially. If you select a file that is not the newest, the application will auto-flag all subsequent files for deletion.**

- Select file(s) to purge by clicking on the “Purge Select” box to the left of the Submission Name. If you don’t select the newest file, the application will auto-select all subsequent files.

| Submission Status Listing - 59000000 |                           |       |                              |
|--------------------------------------|---------------------------|-------|------------------------------|
| Report:                              | Submission Status Listing | PURGE | GO Organization ID: 59000000 |

| Purge Select                        | Submission Name                         | Sub ID | Sub Period | Upload Date         | Current Status / % | User Name |
|-------------------------------------|---|--------|------------|---------------------|--------------------|-----------|
| <input checked="" type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 6.xml</a> | 1301   | 2003-06    | 2005-02-28 10:05:34 | Accepted           | Lutz, S   |
| <input checked="" type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 5.xml</a> | 1247   | 2003-05    | 2005-02-23 11:05:30 | Accepted           | Lutz, S   |
| <input checked="" type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 4.xml</a> | 1246   | 2003-04    | 2005-02-23 11:05:12 | Accepted           | Lutz, S   |
| <input checked="" type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 3.xml</a> | 1245   | 2003-03    | 2005-02-23 11:04:55 | Accepted           | Lutz, S   |
| <input checked="" type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 2.xml</a> | 1244   | 2003-02    | 2005-02-23 11:04:39 | Accepted           | Lutz, S   |
|                                     | <a href="#">XML 2.0 01 E B 05 1.xml</a> | 1243   | 2003-01    | 2005-02-23 11:04:19 | MEDS               | Lutz, S   |

- 4) When you are satisfied that you have selected the proper file(s) to purge, click on the “PURGE” button at the top of the screen. A confirmation panel displays the files that will be purged.

**Submission Status Listing - 59000000**

Report:    Organization ID:

| Purge Select                        | Submission Name                         | Sub ID | Sub Period | Upload Date         | Current Status / % | User Name |
|-------------------------------------|---|--------|------------|---------------------|--------------------|-----------|
| <input checked="" type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 6.xml</a> | 1301   | 2003-06    | 2005-02-28 10:05:34 | Accepted           | Lutz, S   |
| <input checked="" type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 5.xml</a> | 1247   | 2003-05    | 2005-02-23 11:05:30 | Accepted           | Lutz, S   |
| <input checked="" type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 4.xml</a> | 1246   | 2003-04    | 2005-02-23 11:05:12 | Accepted           | Lutz, S   |
| <input checked="" type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 3.xml</a> | 1245   | 2003-03    | 2005-02-23 11:04:55 | Accepted           | Lutz, S   |
| <input checked="" type="checkbox"/> | <a href="#">XML 2.0 01 E B 05 2.xml</a> | 1244   | 2003-02    | 2005-02-23 11:04:39 | Accepted           | Lutz, S   |
|                                     | <a href="#">XML 2.0 01 E B 05 1.xml</a> | 1243   | 2003-01    | 2005-02-23 11:04:19 | MEDS               | Lutz, S   |

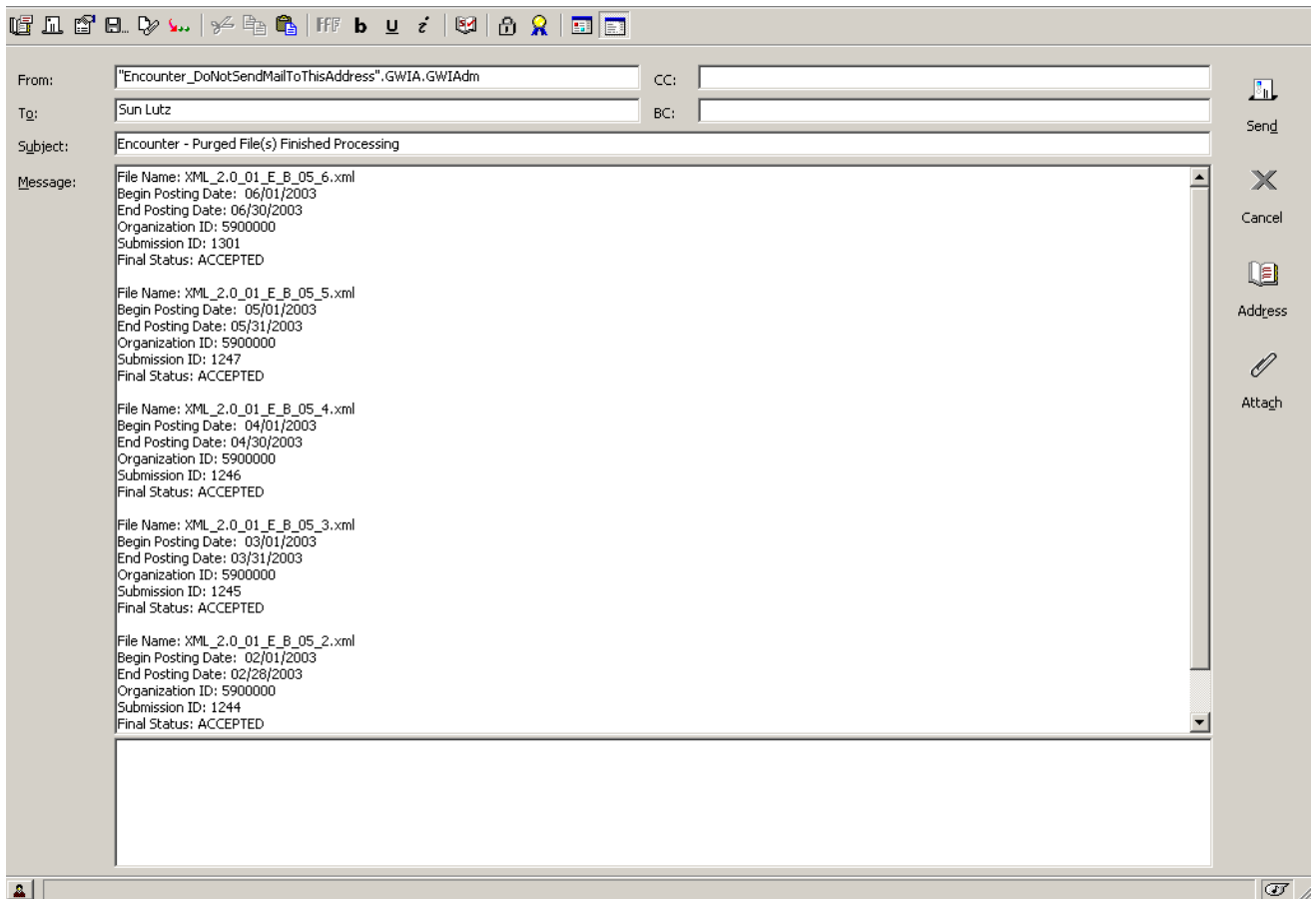
Microsoft Internet Explorer

?

You have selected 5 file(s) to PURGE:

Submission ID: 1301  
Submission ID: 1247  
Submission ID: 1246  
Submission ID: 1245  
Submission ID: 1244

- 5) Within the panel choose “OK” to confirm the purge or “Cancel” to abandon the purge function.
- 6) After a confirmation is selected, the window closes. If “OK” was selected, the purge activity completes.
- 7) Users will also receive an email notification that the file was purged. Subject of the email is **‘Encounter – Purged File(s) Finished Processing’**. The body of the email shows relevant information regarding the file



### Effect on Encounter After Purging File(s):

- All encounter data associated with purged files will be deleted.
- The purged file will no longer appear on any report listing screens.
- Any Batch Accept errors that were corrected by an adjustment in the purged submission are re-flagged as an error.
- Sequential re-submissions can be sent for those submissions purged.
- An audit trail of your purge activity is logged for reference.



## Certifying an Encounter Submission

Once a file has an accepted status, the file is eligible for certification. Certification is the method used to communicate that you are satisfied with your submission. A certified file is considered the final submission for a period. Only certified files are eligible to be loaded into the MEDS warehouse.

### Important things to know about certifying Encounter Submissions:

- Once a file is certified, **it cannot be purged**. Any adjustments need to be made in subsequent submissions.
- Certification via the Encounter Application eliminates the need to fax in a certification forms.
- The file must be certified to be eligible for the monthly MEDS load.
- Only users authorized to perform a certification will be allowed to perform this function.

### How to Certify Files

1. To View available reports, click on the “Reports” link on the left-hand column of the main menu. You are taken to the Report Management Screen below.

| Submission Status Listing - 59000002 |  |        |            |                     |                    |            |
|--------------------------------------|--|--------|------------|---------------------|--------------------|------------|
| Report:                              | Submission Status Listing                                    | PURGE  | GO         | Organization ID:    | 59000002           |            |
| Purge Select                         | Submission Name  | Sub ID | Sub Period | Upload Date         | Current Status / % | User Name  |
| <input type="checkbox"/>             | <a href="#">XML 2.5 01 E B 05 9.xml</a>                      | 2120   | 2003-10    | 2005-10-17 14:28:25 | Rejected           | Haessly, B |
| <input type="checkbox"/>             | <a href="#">XML 2.5 01 E B 05 7.xml</a>                      | 2118   | 2003-07    | 2005-10-17 14:26:14 | Accepted           | Haessly, B |
| <input type="checkbox"/>             | <a href="#">XML 2.5 01 E B 05 6.xml</a>                      | 2117   | 2003-06    | 2005-10-17 14:25:20 | Accepted           | Haessly, B |
| <input type="checkbox"/>             | <a href="#">XML 2.5 01 E B 05 5.xml</a>                      | 2116   | 2003-05    | 2005-10-17 14:24:30 | Accepted           | Haessly, B |
| <input type="checkbox"/>             | <a href="#">XML 2.5 01 E B 05 4.xml</a>                      | 2115   | 2003-04    | 2005-10-17 14:24:25 | Accepted           | Haessly, B |
| <input type="checkbox"/>             | <a href="#">XML 2.5 01 E B 05 3.xml</a>                      | 2114   | 2003-03    | 2005-10-17 14:24:19 | Accepted           | Haessly, B |
| <input type="checkbox"/>             | <a href="#">XML 2.5 01 E B 05 2.xml</a>                      | 2113   | 2003-02    | 2005-10-17 14:24:15 | Accepted           | Haessly, B |
| <input type="checkbox"/>             | <a href="#">XML 2.5 01 E B 05 1.xml</a> <span>Certify</span> | 2112   | 2003-01    | 2005-10-17 14:24:14 | Accepted           | Haessly, B |

2. Set the header fields as follows

- Report” field: Set to “Submissions Status Listing”
- “Organization ID: Select the Organization whose submission needs certifying. Note that you can only certify “Accepted” submissions.
- Click on the “GO” button to refresh your screen.

| Submission Status Listing - 59000002 |  |        |            |                     |                    |                             |
|--------------------------------------|--|--------|------------|---------------------|--------------------|-----------------------------|
| Report:                              | Submission Status Listing ▾                                  |        |            | PURGE               | GO                 | Organization ID: 59000002 ▾ |
| Purge Select                         | Submission Name  | Sub ID | Sub Period | Upload Date         | Current Status / % | User Name                   |
| <input type="checkbox"/>             | <a href="#">XML 2.5 01 E B 05 9.xml</a>                      | 2120   | 2003-10    | 2005-10-17 14:28:25 | Rejected           | Haessly, B                  |
| <input type="checkbox"/>             | <a href="#">XML 2.5 01 E B 05 7.xml</a>                      | 2118   | 2003-07    | 2005-10-17 14:26:14 | Accepted           | Haessly, B                  |
| <input type="checkbox"/>             | <a href="#">XML 2.5 01 E B 05 6.xml</a>                      | 2117   | 2003-06    | 2005-10-17 14:25:20 | Accepted           | Haessly, B                  |
| <input type="checkbox"/>             | <a href="#">XML 2.5 01 E B 05 5.xml</a>                      | 2116   | 2003-05    | 2005-10-17 14:24:30 | Accepted           | Haessly, B                  |
| <input type="checkbox"/>             | <a href="#">XML 2.5 01 E B 05 4.xml</a>                      | 2115   | 2003-04    | 2005-10-17 14:24:25 | Accepted           | Haessly, B                  |
| <input type="checkbox"/>             | <a href="#">XML 2.5 01 E B 05 3.xml</a>                      | 2114   | 2003-03    | 2005-10-17 14:24:19 | Accepted           | Haessly, B                  |
| <input type="checkbox"/>             | <a href="#">XML 2.5 01 E B 05 2.xml</a>                      | 2113   | 2003-02    | 2005-10-17 14:24:15 | Accepted           | Haessly, B                  |
| <input type="checkbox"/>             | <a href="#">XML 2.5 01 E B 05 1.xml</a> <span>Certify</span> | 2112   | 2003-01    | 2005-10-17 14:24:14 | Accepted           | Haessly, B                  |

Note: The application only allows certification of the oldest accepted file.

3. Certify the file by clicking on the “Certify” flag to the right of the Submission Name.
4. Upon clicking on the flag, window below is displayed. The information displayed in the window is a summary of the complete certification form. Within the panel, enter your Encounter login User ID and password. Choose “Certify” to confirm the certification or “Cancel” to abandon the certification process.

Submission Data Certification -- Web Page Dialog

Organization Name: Sun Lutz2  
Submission Period: January, 2003  
Submission ID: 2112  
Today's Date: 10/19/2005

I have reviewed the encounter data for the period and ID listed above. By providing my Encounter UserID and password, I attest that based on best knowledge, information, and belief as of the date indicated above, all information submitted to the State of Wisconsin in this batch is accurate, complete, and truthful. No material fact as been omitted.

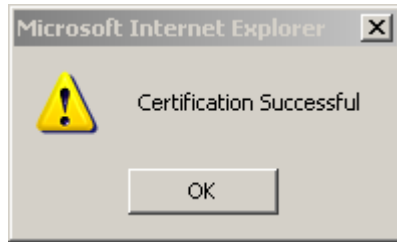
I acknowledge that the information described above may directly affect the calculation of payments to the CMO. I understand that I may be prosecuted under applicable federal and state laws for any false claims, statements, or documents, or concealment of a material fact.

Encounter login User ID:   
Password:   

Certify Cancel

https://64.73.75.203/cmoencounter/Certification.html
Internet

- The following message is displayed upon a successful certification. To close out this window, click on the “OK” button.



- Upon clicking the “OK” button, the submission status listing is redisplayed with updated information. The current status of the file you certified now reads “Certified”. The certification flag has now moved to the next accepted submission period, if there is one.

| Submission Status Listing - 59000002 |   |        |            |                     |                    |                           |
|--------------------------------------|---|--------|------------|---------------------|--------------------|---------------------------|
| Report:                              | Submission Status Listing                                       |        |            | PURGE               | GO                 | Organization ID: 59000002 |
| Purge Select                         | Submission Name   | Sub ID | Sub Period | Upload Date         | Current Status / % | User Name                 |
| <input type="checkbox"/>             | <a href="#">XML 2.5 01 E B 05 9.xml</a>                         | 2120   | 2003-10    | 2005-10-17 14:28:25 | Rejected           | Haessly, B                |
| <input type="checkbox"/>             | <a href="#">XML 2.5 01 E B 05 7.xml</a>                         | 2118   | 2003-07    | 2005-10-17 14:26:14 | Accepted           | Haessly, B                |
| <input type="checkbox"/>             | <a href="#">XML 2.5 01 E B 05 6.xml</a>                         | 2117   | 2003-06    | 2005-10-17 14:25:20 | Accepted           | Haessly, B                |
| <input type="checkbox"/>             | <a href="#">XML 2.5 01 E B 05 5.xml</a>                         | 2116   | 2003-05    | 2005-10-17 14:24:30 | Accepted           | Haessly, B                |
| <input type="checkbox"/>             | <a href="#">XML 2.5 01 E B 05 4.xml</a>                         | 2115   | 2003-04    | 2005-10-17 14:24:25 | Accepted           | Haessly, B                |
| <input type="checkbox"/>             | <a href="#">XML 2.5 01 E B 05 3.xml</a>                         | 2114   | 2003-03    | 2005-10-17 14:24:19 | Accepted           | Haessly, B                |
| <input type="checkbox"/>             | <a href="#">XML 2.5 01 E B 05 2.xml</a> <a href="#">Certify</a> | 2113   | 2003-02    | 2005-10-17 14:24:15 | Accepted           | Haessly, B                |
|                                      | <a href="#">XML 2.5 01 E B 05 1.xml</a>                         | 2112   | 2003-01    | 2005-10-17 14:24:14 | Certified          | Haessly, B                |

- In addition to the Current Status change to “Certified”, the organization will also receive an email regarding the certification. The Subject will read “Encounter –Certification for xxxxx organization name, submission period”. The email has the exact wording as the old paper certification form. Please print the email and save it for your files.

From: <Encounter\_DoNotSendMailToThisAddress> CC:

To: "LANDWLAA@DHFS.STATE.WI.US", GWIA.GWIAAdm; "SMITHMA@DHFS.STATE.P(...)"

Subject: Encounter - Certification for Sun Lutz2, January 2003

Message:

ENCOUNTER DATA CERTIFICATION

Pursuant to the Health and Community Supports contract(s) between the State of Wisconsin, Department of Health and Family Services, Division of Disability and Elder Services, and the Sun Lutz2 Care Management Organization, hereafter known as the CMO. The CMO certifies that: The business entity named on this form is a qualified provider enrolled with and authorized to participate in the Wisconsin Medicaid program as a CMO. The CMO acknowledges that Federal Code 42 CFR 438.600 (e.g.) requires that the data submitted must be certified by a Chief Financial officer, Chief Executive Officer, or a person who reports directly to and who is authorized to sign for the Chief Financial Officer or Chief Executive Officer.

The CMO hereby requests payment from the Wisconsin Medicaid program based on encounter data submitted and in so doing makes the following certification to the State of Wisconsin as required by Federal Code 42 CFR 438.600 (e.g.).

The CMO has reported to the State of Wisconsin for January, 2003 all new encounters included in batch ID# 2112. The CMO has reviewed the encounter data for the period and batch listed above and I, Sun Lutz, attest that based on best knowledge, information, and belief as of the date indicated below, all information submitted to the State of Wisconsin in this batch is accurate, complete, and truthful. No material fact has been omitted from this form.

I, Sun Lutz, acknowledge that the information described above may directly affect the calculation of payments to the CMO. I understand that I may be prosecuted under applicable federal and state laws for any false claims, statements, or documents, or concealment of a material fact.

Sun Lutz, Verified by Encounter certification login ID and password 10/19/2005

SIGNATURE - NAME AND TITLE OF CFO, CEO OR DELEGATE DATE SIGNED

Date: 10/19/05 2:47PM

## Printing Encounter Reports

From the Report Listing screen, place the cursor on the submission name file you want to print and right-click on the report.

| Submission Status Listing - 59000000 |   |        |            |                     |                    |           |
|--------------------------------------|---|--------|------------|---------------------|--------------------|-----------|
| Report:                              | Submission Status Listing               | PURGE  | GO         | Organization ID:    | 59000000           |           |
| Purge Select                         | Submission Name                         | Sub ID | Sub Period | Upload Date         | Current Status / % | User Name |
| <input type="checkbox"/>             | <a href="#">XML 2.0 01 E B 05 6.xml</a> | 1255   | 2003-06    | 2005-02-23 12:31:57 | Accepted           | Lutz, S   |
| <input type="checkbox"/>             | <a href="#">XML 2.0 01 E B 05 5.xml</a> | 1247   | 2003-05    | 2005-02-23 11:05:30 | Accepted           | Lutz, S   |
| <input type="checkbox"/>             | <a href="#">XML 2.0 01 E B 05 4.xml</a> | 1246   | 2003-04    | 2005-02-23 11:05:12 | Accepted           | Lutz, S   |
| <input type="checkbox"/>             | <a href="#">XML 2.0 01 E B 05 3.xml</a> | 1245   | 2003-03    | 2005-02-23 11:04:55 | Accepted           | Lutz, S   |
| <input type="checkbox"/>             | <a href="#">XML 2.0 01 E B 05 2.xml</a> | 1244   | 2003-02    | 2005-02-23 11:04:39 | Accepted           | Lutz, S   |
| <input type="checkbox"/>             | <a href="#">XML 2.0 01 E B 05 1.xml</a> | 1243   | 2003-01    | 2005-02-23 11:04:19 | MEDS               | Lutz, S   |

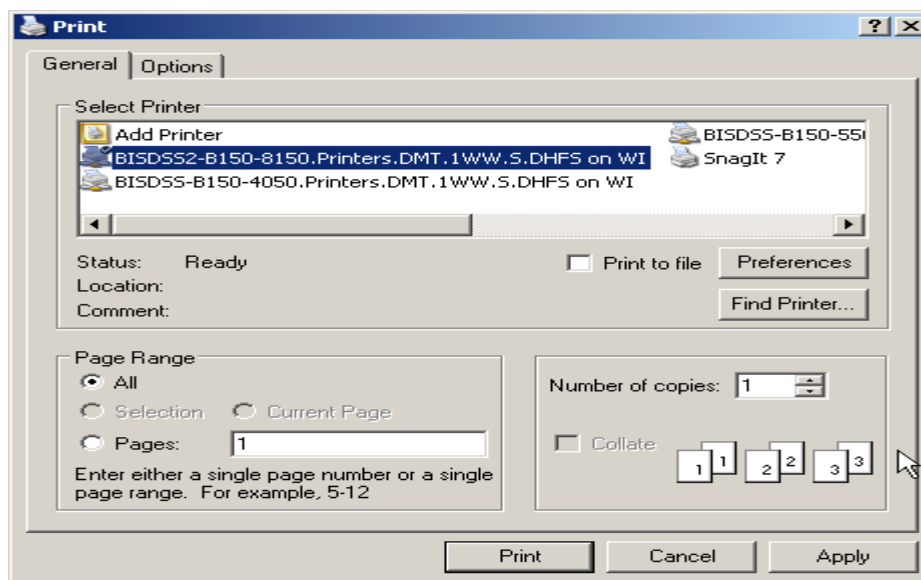
- 1) A file management panel opens with the following options:

Open  
Open in New Window

Save Target As...  
 Print Target  
 : :  
 :

2) Highlight **“Print Target”**

3) A print dialogue window opens for you. Choose the appropriate Printer, Page Range, Number of copies and click on the “Print” button.

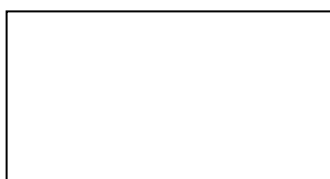


## Creating an Electronic Report Copy

1) From the Report Listing screen, place your cursor on the submission name file you want to save and right-click on the report.

| Submission Status Listing - 59000000 |   |        |            |                     |                    |           |
|--------------------------------------|---|--------|------------|---------------------|--------------------|-----------|
| Report:                              | Submission Status Listing               | PURGE  | GO         | Organization ID:    | 59000000           |           |
| Purge Select                         | Submission Name                         | Sub ID | Sub Period | Upload Date         | Current Status / % | User Name |
| <input type="checkbox"/>             | <a href="#">XML 2.0 01 E B 05 6.xml</a> | 1255   | 2003-06    | 2005-02-23 12:31:57 | Accepted           | Lutz, S   |
| <input type="checkbox"/>             | <a href="#">XML 2.0 01 E B 05 5.xml</a> | 1247   | 2003-05    | 2005-02-23 11:05:30 | Accepted           | Lutz, S   |
| <input type="checkbox"/>             | <a href="#">XML 2.0 01 E B 05 4.xml</a> | 1246   | 2003-04    | 2005-02-23 11:05:12 | Accepted           | Lutz, S   |
| <input type="checkbox"/>             | <a href="#">XML 2.0 01 E B 05 3.xml</a> | 1245   | 2003-03    | 2005-02-23 11:04:55 | Accepted           | Lutz, S   |
| <input type="checkbox"/>             | <a href="#">XML 2.0 01 E B 05 2.xml</a> | 1244   | 2003-02    | 2005-02-23 11:04:39 | Accepted           | Lutz, S   |
|                                      | <a href="#">XML 2.0 01 E B 05 1.xml</a> | 1243   | 2003-01    | 2005-02-23 11:04:19 | MEDS               | Lutz, S   |

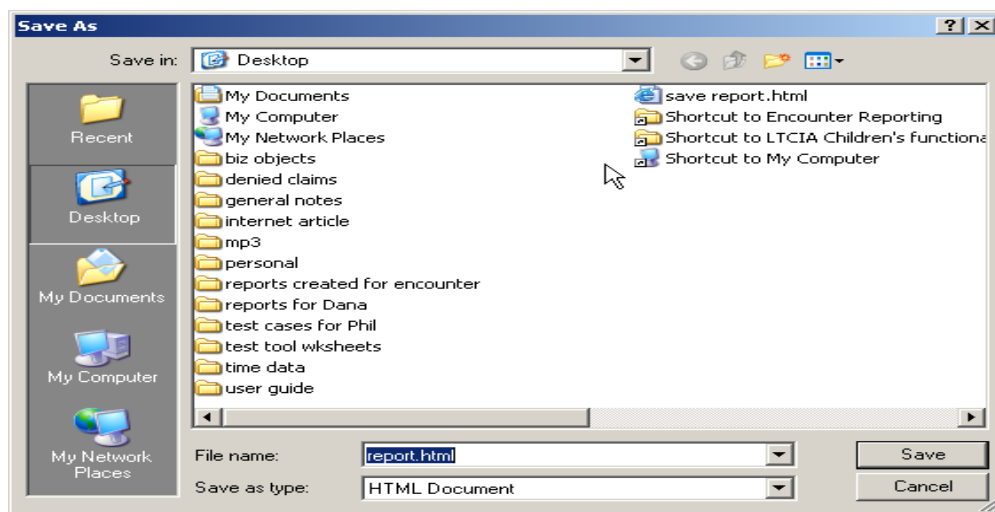
2) A file management panel opens with the following options:



Open  
Open in New Window  
Save Target As...  
Print Target  
:  
:

3) Highlight **“Save Target As”**

4) Windows displays the **“save as”** panel below:



5) Navigate to the desired directory.

6) You may modify the filename, if you wish.

7) Since this is an HTML file, please leave the extension as “.html”. Also, the “Save as type” field should always be “HTML document”.

8) Once you have chosen your settings, click on “Save” to create an electronic version of the file.

9) When you receive a message panel saying “Download Complete”, you may close the window.

## II.F: Messaging Within Encounter Reporting

### E-mail Messaging

E-mail messages will be sent during the following process:

- When the application has finished all edit processing.
- When the application has finished a purge request
- When the application has finished certifying a file

Encounter may also send e-mail regarding the availability of the encounter application for the following reasons:

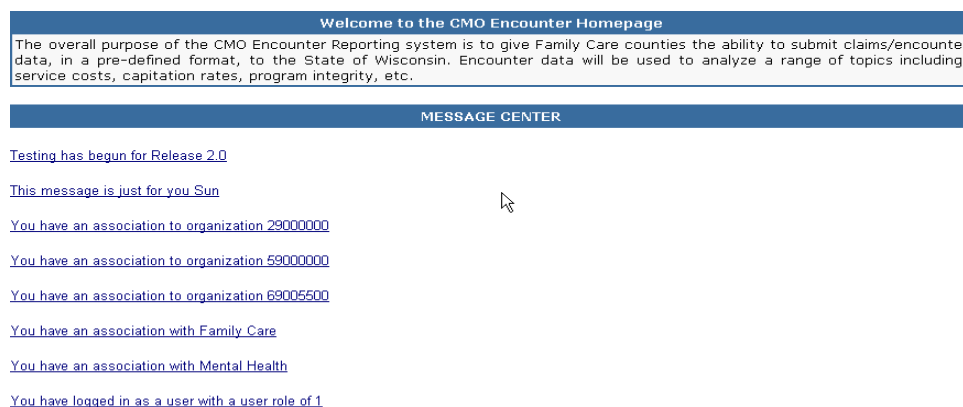
- The encounter application has to perform an unscheduled shutdown and needs to notify you immediately.
- The encounter application cannot be brought up at all, and the user cannot access the Message Center within the application.

**Note:** Please notify Encounter Support at: [encountersupport@dhfs.state.wi.us](mailto:encountersupport@dhfs.state.wi.us) immediately if there is a change in the recipient e-mail id for your organization.

### Accessing the Message Center

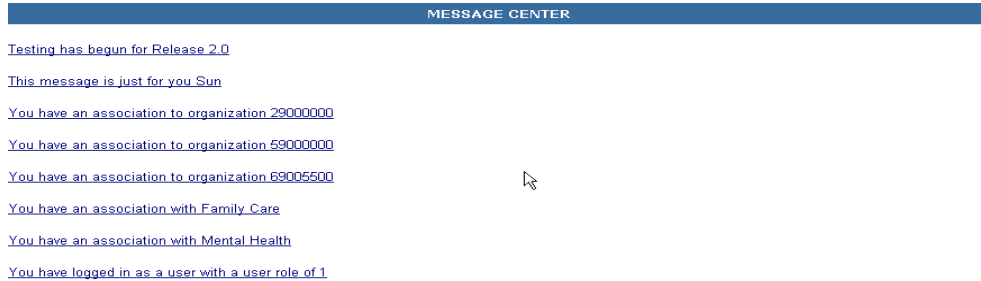
You can get to the Message Center two ways:

**Upon initial login:** Encounter displays the “Home Page” on the top half of the screen, and the Message Center on the lower half . This is to make sure you always visit the Message Center.



The screenshot displays the CMO Encounter Homepage. At the top, a blue banner reads "Welcome to the CMO Encounter Homepage". Below this, a text box explains the system's purpose: "The overall purpose of the CMO Encounter Reporting system is to give Family Care counties the ability to submit claims/encounter data, in a pre-defined format, to the State of Wisconsin. Encounter data will be used to analyze a range of topics including, service costs, capitation rates, program integrity, etc." Below the text box is a blue bar labeled "MESSAGE CENTER". Underneath the bar, several links are listed: "Testing has begun for Release 2.0", "This message is just for you Sun", "You have an association to organization 29000000", "You have an association to organization 59000000", "You have an association to organization 69005500", "You have an association with Family Care", "You have an association with Mental Health", and "You have logged in as a user with a user role of 1". A mouse cursor is visible over the "This message is just for you Sun" link.

Selecting the “**Message Center**” option from the **menu bar** on the left-hand side of the main menu. Clicking on the link brings you to the Message Center



#### Contents within the Message Center:

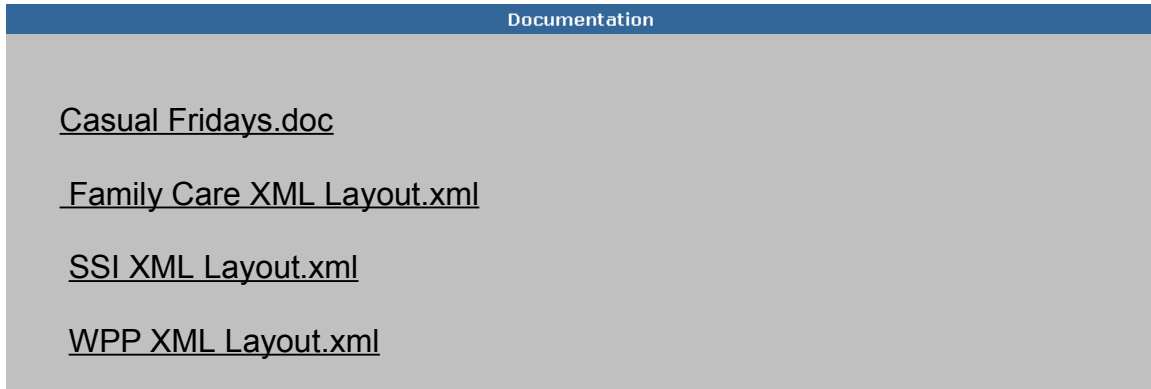
- **Message bar:** Information that requires your immediate attention is displayed here.
- **Future Development: News and Support:** There will be four links within this section to assist with general production support issues.



## II.G: Accessing On-line Documentation and FAQ

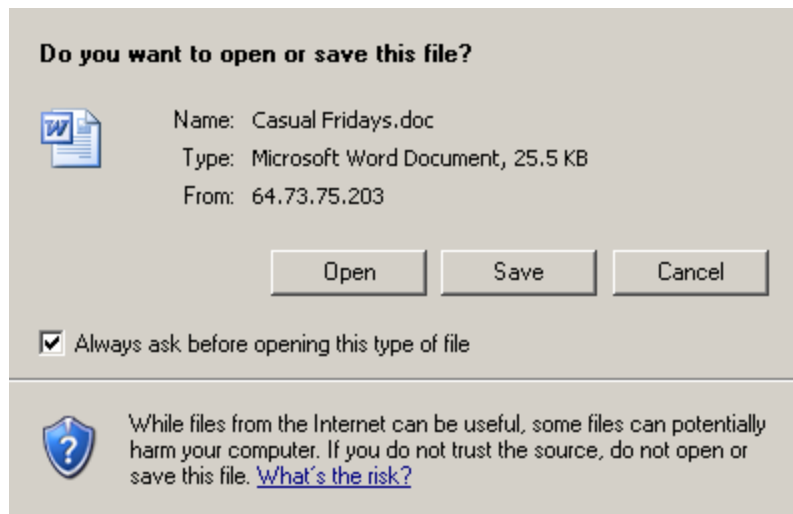
### Accessing Documentation

Select the “Documentation” link from the menu bar on the left-hand side of the main menu. Clicking on that link brings you to the Documentation area (see below).



### To open a document

- 1) To open a document, place the cursor on the file name and **left-click** on that link.
- 2) A security panel may open with the following message:



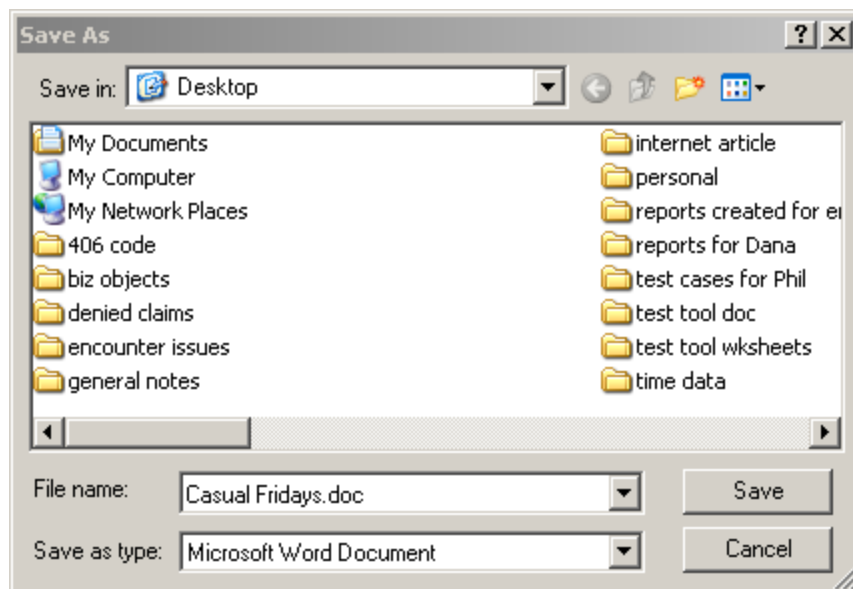
- 3) If you get the security panel, choose the “open” button.
- 4) Your file will now be displayed.
- 5) When you have finished viewing the file, select any link from the menu bar on the left-hand side of the main menu to close out this web page. If you want to view another document, select the “documentation” link and the available documents will again be displayed.

### To save a document

- 1) To save a document, place the cursor on the file name and **right-click** on that link.
- 2) A file management panel opens with the following options:

Open  
Open in New Window  
Save Target As...  
Print Target  
:  
:

- 3) Choose “save target as...” option.
- 4) Windows displays the “**save as**” panel below:

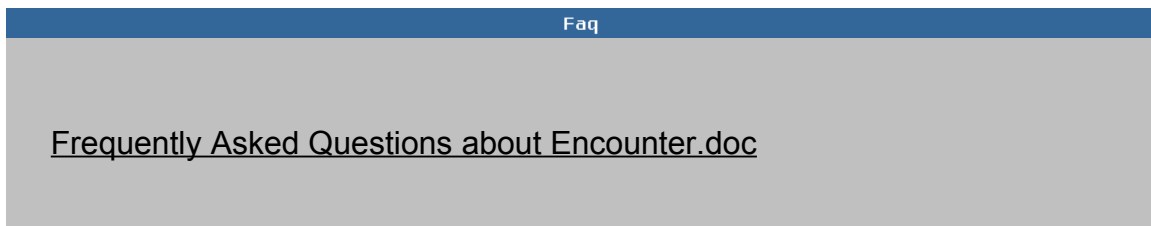


- 5) Navigate to the desired directory.

- 6) You may modify the filename, if you wish.
- 7) Since this is a word file, the “Save as type” field should show Microsoft Word Document.
- 8) Once you have chosen your settings, click on “Save” to create an electronic version of the file.
- 9) When you receive a message panel saying “Download Complete”, you may close the window.

## **Accessing FAQ**

Select the “FAQ” link from the menu bar on the left-hand side of the main menu. Clicking on that link brings you to the FAQ area.



To open or save a frequently asked question, follow the instruction on the “accessing documentation” section

### III. APPENDIX

#### III.A: Report Examples

##### Submission Status Report

### Submission Status Report

Organization Name: Sun Lutz0      Organization ID: 590000000      Date of Submission: 04/15/2003  
Begin Posting Date: 03/01/2003      End Posting Date: 03/31/2003      Submission Period: March 2003  
Submission Status: ACCEPTED      Name of File Submitted: XML\_2.0\_01\_E\_B\_05\_3.xml      Submission ID: 1245

Total number of rejected errors = 0      Total number of records submitted = 3  
Total number of accepted errors = 2      Total paid amount = \$ 600.  
Total number of errors = 2  
Total number of warning messages = 4

#### BATCH ACCEPT ERRORS

| Error Cat. | Edit Error Number | Edit Error Count | Explanation of Error  | Record ID         |
|------------|-------------------|------------------|---|-------------------|
| P          | D21A              | 1                | MISSING DATA. Billing Provider Last Name or Organization is not provided. | <a href="#">8</a> |
| S          | D42A              | 1                | MISSING DATA. From Date of Service is not provided.                       | <a href="#">9</a> |

#### WARNINGS

| Error Cat. | Edit Warning Number | Edit Warning Count | Explanation of Warning  | Record ID         |
|------------|---------------------|--------------------|---|-------------------|
| M          | D30E                | 2                  | INFORMATIONAL DATA. Family Care eligibility segment is not found. | <a href="#">8</a> |
| S          | D73A                | 2                  | INVALID DATA. The DRG is not valid.                               | <a href="#">9</a> |

## Warnings Report

Date/Time File Processed: 02/23/2005, 11:05:39 am

## Warnings Report

Organization Name: Sun Lutz0  
Begin Posting Date: 03/01/2003  
Submission Status: ACCEPTED

Organization ID: 59000000  
End Posting Date: 03/31/2003  
Name of File Submitted:  
XML\_2.0\_01\_E\_B\_05\_3.xml

Date of Submission: 04/15/2003  
Submission Period: March 2003  
Submission ID: 1245

Total number of Warning Messages = 4



### Warning Messages

| Error Cat. | Edit Warning Number | Edit Warning Count | Explanation of Warning  | Record ID         |
|------------|---------------------|--------------------|---|-------------------|
| M          | D30E                | 2                  | INFORMATIONAL DATA. Family Care eligibility segment is not found. |                   |
|            |                     |                    |   | <a href="#">8</a> |
|            |                     |                    |   | <a href="#">9</a> |
| S          | D73A                | 2                  | INVALID DATA. The DRG is not valid.                               |                   |
|            |                     |                    |   | <a href="#">8</a> |
|            |                     |                    |   | <a href="#">9</a> |

Date/Time Report Displayed: 02/23/2005, 01:21:36 pm

## Critical Acceptance Report

### Critical Acceptance Report

Organization Name: Sun Lutz0

Organization ID: 59000000

Aged Errors to Date: March 2003

#### CURRENT ERRORS

| Error Cat. | Edit Error Number | Edit Error Count | Explanation of Error  | Record ID         |
|------------|-------------------|------------------|---|-------------------|
| P          | D21A              | 1                | MISSING DATA. Billing Provider Last Name or Organization is not provided. |                   |
|            |                   |                  |   | <a href="#">8</a> |
| S          | D42A              | 1                | MISSING DATA. From Date of Service is not provided.                       |                   |
|            |                   |                  |   | <a href="#">9</a> |

Total current errors = 2

#### AGED ERRORS

| Age of Error | Error Cat. | Edit Error Number | Edit Error Count | Explanation of Error  | Record ID         |
|--------------|------------|-------------------|------------------|---|-------------------|
| 30 - 60 days | P          | D21A              | 1                | MISSING DATA. Billing Provider Last Name or Organization is not provided. |                   |
|              |            |                   |                  |   | <a href="#">5</a> |
| 30 - 60 days | S          | D42A              | 1                | MISSING DATA. From Date of Service is not provided.                       |                   |
|              |            |                   |                  |   | <a href="#">6</a> |
| 60 - 90 days | P          | D21A              | 1                | MISSING DATA. Billing Provider Last Name or Organization is not provided. |                   |
|              |            |                   |                  |   | <a href="#">2</a> |
| 60 - 90 days | S          | D42A              | 1                | MISSING DATA. From Date of Service is not provided.                       |                   |
|              |            |                   |                  |   | <a href="#">3</a> |

### **III.B: Frequently Asked Questions about Encounter Reporting**

**NOTE:** This document will also be available on the Encounter web site under the FAQ link.

#### **1. What is Encounter Reporting?**

Encounter data are records of individual health care services provided to members of the MCO. *Encounter reporting* is the collection and electronic submission of this data to the State.

#### **2. How will Encounter Reporting benefit Care Management Organizations?**

Encounter Reporting will benefit the MCOs in the many of the following ways:

- Provide more accurate and timely data than is currently available from HSRS.
- Provide an easier method of data reporting to DHFS for the counties. The source of most of the encounter data will be available within existing claims systems, which will be electronically submitted to the State.
- More closely resembles the data reporting required for other managed care entities (i.e., acute and primary).
- Matches claim and service reporting requirements in HIPAA, and will reduce re-coding requirements that would be necessary for continued HSRS reporting after the required date for HIPAA compliance.

#### **3. Will encounter reporting directly affect capitation rates?**

Yes. Encounter data is one of the primary components used in the calculation of annual capitation payment rates.

#### **4. Is encounter reporting mandatory for MCOs?**

Yes. MCOs are required to perform all required tasks by the target dates outlined within the MCO contract.

#### **5. What types of data are MCOs expected to submit?**

The Encounter Reporting project has documented guidelines outlining what data can and must be submitted. DHFS provides a data dictionary and a record layout to the MCOs. The submission process provides a “feedback loop” to the submitter regarding the status of their data.

#### **6. What if the MCO currently does not capture a particular data element?**

Encounter Reporting requires all MCOs to submit standard and uniform data as detailed in the [Encounter Reporting Implementation Guide](#). When an MCO becomes HIPAA compliant it is anticipated that all required encounter data will become available within the MCO's system.

**7. What is done with the data collected and how is it used by DHFS?**

Data received through encounter transmissions is stored within the MEDS data warehouse for an indefinite amount of time. Once in the warehouse, the data can be used for a variety of purposes, which can include:

- Evaluation of service costs for business and operations management.
- Evaluation and computation of capitation payment rates.
- Federal reporting.
- Monitoring program integrity (e.g., service utilization, access to care).

**8. Will encounter reporting eliminate all my HSRS reporting requirements?**

No. Encounter reporting only eliminates the need to enter HSRS data for selected programs. MCOs managing programs not reporting via Encounter Reporting continue to record all other HSRS related activities as they do currently.

**9. What is the impact of HIPAA on encounter reporting?**

Encounter reporting follows a HIPAA format similar to the 837 Health Care Claim Transaction. The encounter record layout the MCOs receive from DHFS is compliant under current HIPAA guidelines. HIPAA may impose regulations governing the many code sets that are currently in use by the MCOs. These changes may have a direct impact on the way MCOs capture and submit data. DHFS continues to monitor HIPAA regulations as they become available and advise the MCOs as necessary.

**10. Why does the State have to keep their data "in-synch" with my system?**

Since the data we collect from the MCOs is used for rate calculations, it is critical the MEDS encounter database exactly matches the information in your business system.

**11. When should I be submitting my encounter extracts?**

You may begin submitting your encounter extract as soon as you are able. Successful (i.e., accepted) Encounter Reporting submissions are due no later than



the 15<sup>th</sup> of each month. If the 15<sup>th</sup> falls on the weekend or a holiday, the submission is due on the next business day.

## **12. How do I create an encounter extract?**

Please review the [Encounter Reporting Implementation Guide](#) for complete business and technical requirements for creating an encounter extract.

## **13. How do I know my submission was received for processing?**

When your submission is successfully transmitted, you will receive a confirming e-mail automatically from the encounter system.

## **14. What is the difference between a Batch Reject error, a Batch Accept error and a Warning?**

**Batch Reject** errors cause the entire submission to be rejected. You must correct the error(s) and resubmit the batch.

**Batch Accept** errors are individual encounters that have errors. The batch is accepted and the error records are held in suspension until they are corrected via an adjustment process in a later submission.

**Warnings** are advisory messages. Records that have warnings are still fully qualified and will be moved into MEDS.

## **15. How do I correct a Rejected Batch?**

Rejected Batches must be retransmitted. Please review the errors causing the Batch Reject, make the necessary corrections and resubmit the entire encounter submission.

## **16. How do I correct an Accepted Error?**

A Batch Accept Error will remain “suspended” until you correct it. This can be accomplished by either purging the entire batch which contained the error(s) or by submitting adjusting encounter transactions to correct the erroneous records.

**17. What do I do if I realize the batch I submitted is incorrect even though it was accepted?**

You may purge and resend a submission that has already been accepted as long as it hasn't been transferred into the MEDS universe.

**18. Who do I contact for questions and support?**

If you have any questions or problems, you can contact Encounter Reporting support at: [Encountersupport@dhfs.state.wi.us](mailto:Encountersupport@dhfs.state.wi.us)

### **III.C: Monthly Submission Schedule**

Encounter Reporting is a monthly submission for encounters **posted in the prior month**. Posted encounters are claims that are finalized (paid or denied with a corresponding EOB). Once claims have been finalized, there are no changes to these records although you may alter an encounter through an adjustment process. Adjustments are treated as an encounter record with similar rules as the original.

Encounter submissions are expected to be monthly and contain a complete month of data. Partial month submissions are not supported. The Begin Posting Date must always be the beginning of the month and the End Posting Date is the last day of the month. Before any new submission is accepted, the previous month's submission must be accepted.

**Successful (i.e., accepted) encounter reporting submissions are due no later than the 15th of each month. For example, encounter data with posting dates in January must be submitted no later than February 15th. In the event the 15th falls on the weekend or a holiday, the submission is due on the next business day.**

DHFS highly recommends that the MCOs submit their encounter batches prior to the 15th. This allows time to make corrections should the batch fail any serious edits. In order to meet the 15th deadline for successful, accepted data submissions, the file transmission must meet the following criteria:

- The MCO is satisfied that the data transmitted is representative of the business transacted in the previous month. MCOs are asked to sign off on each submission attesting to this.
- The encounter submission must pass all critical edits in the Encounter validation program.

### **III.D: Application Availability & Support for Encounter Reporting**

#### **Application Availability**

The Encounter Reporting application is available for your use from 8:00 A.M. to 4:00 P.M., Monday through Friday, excluding holidays. The application may be available at other times and you may access it if it appears available.

Please do not submit any encounter submissions after 4:00 P.M. on Tuesday. Submissions still processing after 5 P.M. on Tuesday will be deleted.

Any new information regarding application availability will be relayed via the Message Center on the Encounter home page.

#### **Application Support**

Encounter Reporting application support will be available from 8:00 A.M. to 4 P.M., Monday through Friday, excluding holidays. If you have any questions or problems, please contact Encounter Support at: [Encountersupport@dhfs.state.wi.us](mailto:Encountersupport@dhfs.state.wi.us)

If you need immediate assistance, you can call Bob Haessly at (608) 261-6845.